Public Services Advisory Committee
Meeting
April 17, 2007

Present: Ann Barrett, James Boxall, Geoff Brown, Ian Colford, Jane Duffy, Sandy Dwyer, Mark
           Lewis, Sharon Longard, Bill Maes, Mike Moosberger, Fran Nowakowski, Gwyn Pace,
           Michelle Paon, Helen Powell, Tina Usmiani

Regrets: Gwendolyn MacNairn, Karen Smith

Guest: Amir Feridooni

1. Dalhousie University Libraries Web page assessment - Amir Feridooni
    - Amir presented a PowerPoint presentation entitled "Evaluating the Libraries Web Site:
       Usability Study". This presentation was a collaboration between Amir, David Hancock,
       (Team leader biomedical engineering IWK) and Asha Sundareshan, Master of Health
       Informatics for their BUSI 6526, Evaluate the Interface class taught by Dr. Elaine Toms.
        Action: Jane will discuss with Amir the posting of the presentation on the Libraries web
       site.

2. Dalhousie University Libraries Web page management and development
    - Jane indicated that the objective for this item was to prepare a list of administrative
       parameters for all stakeholders in our web-based services and to form a possible public
       service sub-committee for carrying these parameters forward.
    - PSAC members agreed that a group or committee needed to be formed to manage and
       make decisions about the Libraries' web site, including those points raised in the Usability
       Study as presented by Amir in item #1, planning the future for the web site (upgrades, etc.).
       It was also suggested that a person assigned to the technical caretaking function (e.g.
       creation of web based forms, wikis, etc.) of the web site is required.

Committee/Group	Development	Clarification
assessment	timelines	systems
overall "look" - flexibility - organization - style guide - data	momentum	style guides with manager/committee
training	statistics	
standards	marketing	
	on-going feedback	

- it was unanimously agreed that members of the Web committee must have the administrative authority to make decisions regarding the Web representations and platforms for their departments and not be required to go back to their individual supervisors and department heads for approval first.

- It was felt that there is a need for flexibility of content on the individual web pages as well as a need for flexibility in the parameters used to create web forms as well as the width of the template for the web pages.
- It was suggested that the group/committee be formed sooner rather than later to being dealing with these matters and that systems support should work with the committee to develop a style guide. (Structural requirements/limitations of the web site are available on the Communications & Marketing web site at http://communicationsandmarketing.dal.ca/Web.php)
- would help us determine if we are providing the kind of information our users are looking for
- It was felt that continual re-testing of our web site is vital to making it better and easier to use.
- Suggestions for representation of the group included:
  - person from each library (including Archives/Special Collections) (need to be empowered decision makers)
  - technical expertise (to act as resource person)
  - Communications Officer (Tina)
  - external representative (student/faculty/staff)
  Action - Jane will draft Terms of Reference for the group, based on this discussion, which will be distributed to PSAC for review at next month's meeting.

3. Open Access Update
   - Mike reported that the Digital Initiatives Group will be meeting on Thursday to discuss the proposals they've received. Mike will then cost out the projects so a final decision can be made.
   - Michelle distributed and briefly reviewed the "Institutional Repository Work Plan for: DSpace Steering Committee". Michelle indicated the IR group will be looking at some of our collections to showcase to faculty/students, etc.

4. Killam Learning Commons Reference Librarian/Navigator Pilot Project
   - Sharon briefly reviewed the summary document "Navigator/Reference Librarian Pilot Project Results" which had been previously distributed to the Committee.
   - It was noted that the physical location to services being provided is important.
   - It was suggested that co-location with other service providers be considered (e.g. Reference and Circulation).

5. Other Business
   - None

Next meeting: May 23, 2007

Meeting adjourned at 10:40 a.m.